

## Recent complaints performance

Please note: Figures show all complaints including expressions of dissatisfaction

	Complaints received	Complaints received per 100,000 customers	Complaints resolved	Complaints resolved per 100,000 customers	% resolved first day	% resolved at 8 weeks
<b>2020 Q2</b>	14140	3079	13992	3046	97.77%	99.99%

See Notes

## 12 month summary

	Complaints received	Complaints received per 100,000 customers	Complaints resolved	Complaints resolved per 100,000 customers	% resolved first day	% resolved at 8 weeks
<b>2019 Q3</b>	5303	1151	4919	1068	89.9%	99.8%
<b>2019 Q4</b>	11599	2526	11410	2485	94.2%	99.9%
<b>2020 Q1</b>	10547	2286	10437	2263	94.1%	99.8%
<b>2020 Q2</b>	14140	3079	13992	3046	97.77%	99.99%

See Notes

## Top 5 complaint reasons

	2019 Q3	2019 Q4	2020 Q1	2020 Q2
Billing	26%	24%	30%	30%
Customer setup	9%	9%	8%	7%
Customer service	29%	30%	27%	30%
Metering	12%	6%	11%	7%
Payments	24%	31%	24%	25%
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

### Notes

**Our Customer Charter outlines how we plan to provide customers with a five star service.**

Resolving complaints quickly and learning from what customers tell us is an important part of providing a service that our customers would rate as 5/5.

#### Listening to customers

We believe that every comment counts and we can learn more about what customers want simply by listening to what they say and how they say it.

We capture even slight expressions of dissatisfaction to improve customer experience. This could be anything from not liking our hold music to using capital letters in an email. It helps us learn more about what our customers are looking for, what they find frustrating, and how we can improve our service even more.

#### 2020 Q2 results

In Q2, our total volume of complaints increased overall, however the percentage of our first day resolutions has improved in Q2. The percentage of complaints resolved within 8 weeks has also improved, reaching 99.99%.

We'll be monitoring our top 5 complaint reasons going into Q3 and exploring the root causes as necessary to make sure that our customers have the best possible experience with us.

